

Part I – Section C

PART I – SECTION C – DESCRIPTION/SPECS/WORK STATEMENT

C.1 BACKGROUND

The Traffic Safety Division (TSD) was established in direct support of the National Highway Traffic Safety Administration's (NHTSA) mission to provide economical, timely, state-of-the-art training and educational opportunities to the highway safety community. The Division, housed with Research, Innovation, and Technology Administration's (RITA) Transportation Safety Institute (TSI), serves as the primary training unit for NHTSA's professional development program. The TSD develops and delivers highway safety training programs for local, state, and federal highway professionals to include occupant protection, law enforcement, impaired driving, emergency medical services, and comprehensive traffic safety program management training. Operations also include three levels of training for NHTSA's National Automotive Sampling System field personnel in support of crash research.

C.1.2 OBJECTIVE

The TSI intends to award this contract as a base year with four (4) option years. The requirement for the base year and four option years is a firm-fixed price not to exceed 1,920 hours per year for each job category listed. In order to support its efforts in providing state-of-the-art training and educational opportunities to the highway safety community, TSI requires a qualified contractor to provide expert Instructional Systems Design Specialist (ISDS), Desktop Publisher, Technical Coordinator, and Training Coordinator services.

C.1.3 PERSONNEL SUPERVISION

Personnel Supervision: This contract was not formed as or is it to be administered or performed as a personal services contract. Accordingly, the contractor shall designate appropriate and sufficient supervisory personnel to meet task outcomes. Contract supervisors will provide day-to-day supervision of all contract personnel including, but not limited to, work assignments and performance monitoring, payroll records, leave approval and monitoring, etc. At no time will contractor personnel be supervised by TSI managers or other TSI personnel. TSI will provide, as needed by the contractor and its employees, limited assistance in the form of technical and policy guidance through the assigned COTR.

C.2 DEFINITIONS

- Contracting Officer Technical Representative (COTR) – Has designated authority to administer specific aspects of a contract as they have been through COTR training
- Course Manager – Federal TSI employee/on-site MMAC/also SME in many areas
- Division Manager – Federal TSI employee/on-site at the Mike Monroney Aeronautical Center (MMAC)
- Program Analyst – Federal TSI employee/COTR for this contract/on-site MMAC
- Subject Matter Expert (SME) – experts in a field of study as it relates to the traffic safety industry, such as NHTSA policy and guidance

C.3.0 DESCRIPTION AND SCOPE OF WORK (ISDS)

The primary responsibility for this contractor position is to provide the technical expertise to assist professional work groups, develop new curriculum, and revise existing traffic safety courses which is an assigned function of the TSI/TSD.

The contractor shall aid in the development of curriculum materials as described in the following specifications:

- Develop and/or revise detailed interactive lesson plans that comply with instructional systems design and formatting requirements
- Production of visual aids
- Creation of instructor guides, student materials/aids; including course agendas
- Conducting learning needs assessments
- Taking notes/minutes during facilitated work groups and acting as facilitator as needed
- Creation of curriculum content from notes of meetings
- Organizing work product necessary to maintain curriculum
- Creating print orders
- Updating curriculum according to Course Manager's requests

Marketing new and existing courses and our training facility in Oklahoma City are primary functions for the TSD. The ISDS will assist the manager and instructors to develop and implement marketing tools and strategies to our primary customers for the highway safety professionals, law enforcement, State Highway Safety Offices (SHSO), NHTSA offices, and etc. Curriculum and course evaluations based on educational research are a key for the TSD.

Curriculum evaluations must determine whether or not the courses meet the module and course adult learning objectives and the core competencies needed to be successful in meeting customer requirements.

It is anticipated that changes in regulatory policy will require revisions/development of course materials. Revisions and/or development of course materials are generally driven by changes in regulations, policies, orders, notices, needs assessments, and will be coordinated through the COTR. The tasks related to this position are:

- Provide professional expertise and technical ISDS services to help create, format, develop, and revise curriculum for new and existing courses, both traditional and web-based.
- Provide professional and effective facilitation and technical services for curriculum and workshop develop work groups (both face-to-face and virtual meetings), which include SMEs and skilled instructors.
- Assist in developing and conducting curriculum analysis and evaluations based on established adult education research principles to determine course effectiveness and success in meeting NHTSA core competencies and course goals and objectives.
- Use a software format consistent with other TSI course materials. Software used: Word, WordPerfect, Excel, Microsoft Office, PowerPoint, Adobe Connect, and etc.

- Ensure course materials are revised with up-to-date information and include current practices, recommended by NHTSA, TSI and other pertinent ISDS guidelines, and with appropriate material generally provided by Course Managers and others.
- Ensure that all the materials are consistent with information provided in the course and in the current format used by TSI for the instructor guide, participant guide, presentation, workbook, checklists, handouts, etc.
- Coordinate with TSI staff and Associate Staff to ensure all questions/concerns are addressed and incorporated into the course materials.
- Coordinate with Course Managers to ensure materials are on target with learning objectives provided in the TSI Training Plan.
- May be required to travel for development meetings with SMEs, approximately, but not limited to, four weeks per year.

C.3.1 DESCRIPTION AND SCOPE OF WORK (Desktop Publisher)

The primary responsibility for this contractor position is to provide the technical expertise to assist professional work groups, develop new technical curriculum/courseware, and revise/maintain existing traffic safety courses for TSD in support of sponsor/customer requirements. The tasks related to this position are:

- Develop, revise, and maintain technical training materials that comply with TSI, NHTSA, and other design and formatting requirements.
- Production of visual aids based on technical requirements.
- Create instructor guides; including course agendas based on technical requirements.
- Take notes/minutes based on technical discussion during facilitated work groups.
- Create content from notes of meetings.
- Organize work products necessary to maintain accurate and current information.
- Facilitate, manage, and lead technical work groups.
- Create print orders.
- Assist division personnel in the development and editorial review of various publications, such as briefings, reports, business plans, and training/testing publications pertaining to highway safety and related topics.

- Serve as a professional advisor, editor, and/or writer of international safety programs and publications pertaining to highway safety and related topics.
- Involved in writing and formatting of information on a variety of subjects aimed at different audiences.
- Perform complete editorial reviews of technical training and related material generated as the division's responsibility in the national highway safety and related programs to assure conformance to departmental and other government policies and regulations to prevent publication of objectionable or substandard material. This is accomplished by possessing a good working knowledge of: DOT, NHTSA, RITA, and TSI directives; orders; policies; printing procedures; publishing and distribution processes; Code of Federal Regulations; Government Printing Office style manual and guidelines.
- Work as a team member or leader with Course Managers and others to perform rewrites of instructional materials, where necessary, to achieve accuracy and correct grammar and clarity, or to include essential information.
- Develop, organize, interpret material, and shape it into appropriate literary form.
- Initiate and suggesting changes to improve content, format, and style.
- Use knowledge of English and transportation terminology in the fields of writing and editing to supplement the technical knowledge of the SME.
- Utilize state-of-the-art desktop publishing and other hardware and software programs to draft, edit, and lay out the material for proposed critical highway safety-related programs.
- Responsible for the development of new methods of presentation of this material to achieve the highest efficiency and economy in printing.

C.3.2 DESCRIPTION AND SCOPE OF WORK (Training Coordinator)

The primary responsibility for this contractor position is to serve as a mid-level assistant, understands the needs and requirements of the job, and handles administrative and logistical matters for assigned courses and seminars. Contractor communicates with Division Manager, Program Analyst, Course Manager, Associate Staff, Contract Instructional Staff, division staff, course hosts and a wide range of training participants regarding courses, workshops, and training materials. Contractor reads publications, regulations and directives and may interpret and adapt guidelines, including unwritten policies, precedents, and practices, which are not always completely applicable to changing situations. For complex situations, or in the absence of the Course Manager, contractor seeks guidance from the Division Manager and/or Program Analyst. Contractor exercises independent judgment to perform duties and determine the approach or action to take in non-routine situations, problems, or deviations in accordance with policies, procedures, guidelines and program goals. The tasks related to this position are:

- Compose correspondence or makes recommendations about administrative matters and general office policies. Prepare correspondence/training items in accordance with DOT Correspondence Manual, TSI policy and U.S. Government Printing Office Style Manual. Correspondence includes: general memoranda, travel orders/vouchers, certificates, rosters, participant lists, associate staff confirmation memoranda, student confirmation letters, course contact records, print requests, CBA forms, etc. Proofread all typed work to ensure accuracy, correct punctuation, spelling, capitalization, etc., in accordance with U.S. Government Printing Office Style Manual.
- Anticipate and prepare materials needed by the task function for conferences, correspondence, appointments, meetings, telephone calls, etc.
- Prepare special or one-time reports, summaries, or replies to inquiries, selecting relevant information from a variety of sources such as reports, documents, correspondence, etc.
- Type/research data for procurement requests and related documents to include, but not limited to: item request want list, receiving notices, shipping, receiving and transfer forms, etc.
- Input data entry in a database management system and print necessary follow-up forms and reports. Entry/forms/reports include: printing, federal express, postage, procurement, travel orders/vouchers, schedule, administrative charges (telephone, space, etc.), and audio visual.
- Create and maintain class files. Ensures all required items are kept in the files. Collects information from files for staff upon request.
- Prepare course materials required for courses, seminars, and workshops well in advance. Notifies Course Manager on non-routine matters and/or issues of significance.
- Answer telephone, take messages, and route calls to appropriate staff members.
- Input and maintain student data/classes in Learning Management System. Type student rosters, class schedules and other class-related documents, obtaining required information from student registration forms provided.
- Audit incoming travel vouchers to assure proper travel reimbursement.
- Research/collect information from travelers to be used to arrange travel via telephone or email system. Set up traveler profile in database management system and government travel system. Input travel data entry into database management system and print necessary follow-up forms and reports. Notify travelers of TSI/TSD travel procedures and provide necessary travel documentation.

- Assist in obtaining and reporting mileage on leased government vehicles for certification. Assist in tracking service and maintenance to the leased government vehicles. Assist in operating government vehicle to pick up/deliver materials/supplies in the Oklahoma City area. Must possess a valid Oklahoma driver's license. Considered incidental operation and shall be required to drive government leased/owned vehicles in order to pick up classroom training aids, supplies and equipment. Assist in delivering government leased/owned vehicles to/from hotels for arriving meeting and class participants.
- Monitor event activities to ensure compliance with applicable regulations and laws, satisfaction of participants, and resolution of any problems that arise.
- Confer with staff at a chosen event site to coordinate details.
- Inspect event facilities to ensure that they conform to customer requirements.
- Coordinate services for events, such as accommodation and transportation for participants, facilities, catering, signage, displays, special needs requirements, printing and event security.
- Consult with customers to determine objectives and requirements for events such as meetings, conferences, and conventions.
- Meet with sponsors and organizing committees to plan scope and format of events, to establish and monitor budgets, or to review administrative procedures and event progress.
- Review event bills for accuracy, and approve payment.
- Evaluate and select providers of services according to customer requirements.
- Arrange the availability of audio-visual equipment, transportation, displays, and other event needs.
- Plan and develop programs, agendas, budgets, and services according to customer requirements.

C.3.3 DESCRIPTION AND SCOPE OF WORK (Technical Coordinator)

The primary duty of this contractor position is to carry out recurring task functions. The contractor will select the guidelines or reference which fits the specific case and receive assignments from lead or supervisor. Lead or supervisor will provide specific instructions on new assignments and check completed work for accuracy. The tasks related to this position are:

- Answer telephone, take messages and route calls to appropriate staff members.
- Process incoming and outgoing mail, including response suspense. May send form letters and predetermined responses.

- Prepare correspondence/training items in accordance with DOT Correspondence Manual, TSI policy and U.S. Government Printing Office Style Manual. Correspondence includes: general memoranda, travel orders/vouchers, certificates, rosters, participant lists, associate staff confirmation memoranda, student confirmation letters, course contact records, print requests, CBA forms, etc. Proofread all typed work to ensure accuracy, correct punctuation, spelling, capitalization, etc., in accordance with U.S. Government Printing Office Style Manual.
- Assemble, package, and ship course materials for courses scheduled at locations other than TSI. Task is performed in accordance with instructor-provided order form with materials and dates specified.
- Conduct periodic physical inventory of training materials and notify division staff of projected materials needs.
- Input data from class and student evaluations.
- Input data entry in a database management system and print necessary follow-up forms and reports. Entry/forms/reports include: printing, federal express, postage, procurement, travel orders/vouchers, schedule, administrative charges (telephone, space, etc.), and audio visual.
- Create and maintain class files. Ensures all required items are kept in the files. Collects information from files for staff upon request.
- Prepare course materials required for courses, seminars, and workshops well in advance. Notifies Course Manager on non-routine matters and/or issues of significance.
- Input and maintain student data/classes in Learning Management System. Type student rosters, class schedules and other class-related documents, obtaining required information from student registration forms provided.
- Assist in maintaining inventory of expendable items.
- Serve as back-up to process incoming travel authorization and vouchers to assure proper travel reimbursement.
- Set up classrooms as required.
- Maintain student laptops for all classes by ensuring they are synced and updated with current DOT software/guidelines.

- Obtain and report mileage on leased government vehicles for certification. Track service and maintenance to the leased government vehicles. Operate government vehicle to pick up/deliver materials/supplies in the Oklahoma City area. Must possess a valid Oklahoma driver's license. Considered incidental operation and shall be required to drive government leased/owned vehicles in order to pick up classroom training aids, supplies and equipment. Deliver government leased/owned vehicles to/from hotels for arriving meeting and class participants.
- Operate office machines, such as photocopiers and scanners, facsimile machines, voice mail systems, and personal computers.
- Communicate with customers, employees, and other individuals to answer questions, disseminate or explain information, take orders, and address complaints.
- Compile, copy, sort, and file records of office activities, business transactions, and other activities.
- Compute, record, and proofread data and other information, such as records or reports.
- Complete work schedules, manage calendars, and arrange appointments.

C.4 RESPONSIBILITIES

The contractor will be responsible for the prompt and accurate completion of each task identified in 3.0 and all subparagraphs therein.

C.5 DELIVERABLES

The contractor shall provide all deliverables to the COTR. The deliverables have been identified in 3.0 and subparagraphs therein, but may vary somewhat depending on the specific program/task being completed. Deliverables will be inspected and accepted in accordance with the contract guidelines.

The contractor will develop monthly work plans, based on tasks provided by the COTR and collaborate to ensure priorities, process, and schedules meet TSI requirements. The monthly report will also, in addition to looking forward to the next month, recap work performed and costs for the previous month.

C.6.0 QUALIFICATIONS (ISDS)

- One to two years of extensive background is required in ISDS, courseware development, courseware management, computer-based courseware, and instructor-based courseware. Three to five years is desired.
- One to two years of extensive experience is required as an instructor in delivering training to adults. The contractor must be able to implement sound classroom education techniques in the classroom environment. Three to five years is desired.

- One to two years of appropriate professional experience is desired in the management design, development of computer-based instruction and instructor-based courseware.

- One to two years of appropriate knowledge and experience is desired to sufficiently host and facilitate on-line meetings utilizing, for example, Adobe Connect, GoToMeetings, etc. and related software for course development, revision, and related purposes.
- Bachelor's Degree in Education or equivalent area of training is required. Master's Degree in Education or equivalent area of training is desired.

C.6.1 QUALIFICATIONS (Desktop Publisher)

- One to two years of extensive background is required in technical training course development, revision, and courseware management. Specifically, gathering technical inputs/requirements and creating, revising, and updating training materials (e.g., student workbooks, instructor guides, and other media) based on applicable format/process requirements.
- One to two years of appropriate professional experience in the management, design, development of web/computer-based instruction and instructor-based courseware.
- One to two years of knowledge and experience sufficient to host and facilitate subject matter expert meetings/work groups is necessary. Experience with training/educational course groups/materials is highly desirable.
- One to two years of extensive experience in word processing and presentation (e.g., PowerPoint) software.

C.6.2 QUALIFICATIONS (Training Coordinator)

- One to three years of extensive background in computer-based work and data processing.
- One to two years of extensive experience in the use of current versions of Microsoft Office.
- One to two years of appropriate professional knowledge and experience of principles and processes for providing exceptional customer service.
- One to two years of appropriate professional knowledge and experience of administrative and clerical procedures and systems such as word processing, managing files and records, designing forms, and other office procedures and terminology.

C.6.3 QUALIFICATIONS (Technical Coordinator)

- One to two years of experience with computer and other technology sufficient to accomplish tasks outlined in the Statement of Work.
- One to two years of experience in the use of current versions of Microsoft Office.

- One to two years of appropriate professional knowledge and experience of principles and processes for providing exceptional customer service.
- One to two years of appropriate professional knowledge and experience of administrative and clerical procedures and systems such as word processing, managing files and records, designing forms, and other office procedures and terminology.

C.7 GOVERNMENT FURNISHED RESOURCES

- TSI will provide all technical traffic safety and related information.
- TSI will provide a classroom, training equipment, etc. for course revision/development, as necessary.
- All travel costs will be the responsibility of the contractor and will be reimbursed by the Government in accordance with this contract. Travel includes airline tickets at the lowest rate available and lodging/M&IE/etc. per the Federal Travel Regulations. Travel time is not included in this contract and will not be reimbursed. Contractors are not eligible for the government airfare rates. The traveler is required to confirm class schedule and make airline reservations at the earliest possible time so as to receive the lowest rate available. In the event of a cancellation, the contractor will be reimbursed for the airfare to be used towards another trip for TSI training.
- TSI will provide adequate office space, supplies, and computer (on-site at TSI).
- Contract services will be performed at TSI Main Campus, Base Maintenance Building, Room 144, 6500 South MacArthur Boulevard, Oklahoma City, OK 73125.

C.8 ADMINISTRATIVE CONSIDERATIONS

- Points of Contact – Technical: The Traffic Safety Division will provide the Contracting Officer's Technical Representative (COTR)/point of contact for this contract via separate correspondence with the CO. However, collaboration with, but not limited to, the Division Manager and Course Managers through the COTR may be necessary. The purpose for the collaboration is to provide information on class schedules, technical information and any other technical/administrative matters as may arise, not to provide direction or supervision to contractor personnel.
- Place of Performance: The Traffic Safety Division will provide office space and requires this position to be located at the Mike Monroney Aeronautical Center in Oklahoma City. Development/curriculum revision groups may also be conducted at various locations across the United States and will require the contractor to be in travel status.
- Hours of Work: The contractor is authorized to work between the hours of 7:45 a.m. and 4:15 p.m. not exceeding 40 hours per week unless approved by the COTR in advance. The government estimate of hours to be worked is not to exceed 1,920 hours for one year. Contract employee(s) need to be able to work a flexible schedule to accommodate deadlines with short turnaround and little to no notice. The contractor will not be required to work holidays or any other day designated by Federal statute, executive order, or presidential proclamation. Adverse weather conditions or national emergencies may require the Center to close for which the contractor may be able to work from home in a "telework" capacity.
- Method of Payment: The contractor will be paid in accordance with the terms and conditions set forth in the contract.